



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

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TELEMENTAL HEALTH SERVICES PROVIDED BY LANTERMAN-PETRIS-SHORT AUTHORIZED CLINICIANS	307.04	08/29/2016	1 of 6
APPROVED BY: <i>Robert Kay, Ph.D.</i> Acting Director	SUPERSEDES 202.37 05/25/2010	ORIGINAL ISSUE DATE 05/25/2010	DISTRIBUTION LEVEL(S) 1, 2

PURPOSE

- 1.1 To specify the conditions and circumstances necessary to provide timely and appropriate Telemental Health Services by Lanterman-Petris-Short (LPS) Authorized Clinicians to LPS designated remote sites.

DEFINITION

- 2.1 **Telemental Health Service:** The use of two-way, real-time interactive audio and video between an individual and a clinician in order to provide mental health services when distance separates participants in different geographic locations.
- 2.2 **Remote Site:** A location in which in-person mental health services by LPS Authorized Clinicians to an individual determined to be in need of such services unavailable in a timely fashion.
- 2.3 **LPS Authorized Clinician:** A licensed MD, RN, LCSW, MFT, LPT, or other clinicians who have been authorized by the Director of Los Angeles County Department of Mental Health (LACDMH) to evaluate an individual to determine if he or she meets the criteria for detainment and transport pursuant to California Welfare and Institutions Code (WIC) Sections 5150 or 5585.
- 2.4 **Legal Representative:** A parent, an authorized caregiver, a guardian, a conservator, or a personal representative for treatment.

POLICY

- 3.1 LPS Authorized Clinicians may provide Telemental Health Services to individuals in LPS designated remote sites under the circumstance set forth in this policy and procedure.



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3.2 Telemental Health Services provided under the provisions of this policy must be in accordance with LACDMH Policy No. 308.01, The Use of Telepsychiatry. (Reference 1)

PROCEDURE

- 4.1 All Telemental Health Services delivered by LPS Authorized Clinicians to individuals voluntarily present at remote sites require the signed informed consent of the individual or legal representative, properly obtained at the remote site, prior to initiation of any Telemental Health Services.
- 4.2 Initiation of detention per WIC Sections 5150 or 5585 (hereafter referred to as a 5150/5585 detention) may continue under the following conditions:
 - 4.2.1 If a remote site is the hospital Emergency Department (ED), all applicable information, including collateral information from the family or caregiver, is made available to the LPS Authorized Clinician in advance of the provision of Telemental Health Services.
 - 4.2.2 If a LPS designated facility to which the individual will be transported has been identified.
 - 4.2.3 If an individual is in the ED, the attending ED physician has determined that the individual is medically stable for transferring to the LPS designated facility and has adequately documented his or her determination in the individual’s medical record.
 - 4.2.4 If an individual has been accepted for a transfer by the professional in charge of the LPS designated facility or his/her designee.
 - 4.2.5 For individuals lawfully detained against his/her will at remote sites, if informed consent for Telemental Health Services has been obtained. (Attachment 1)



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- 4.2.5.1 An individual may revoke his/her informed consent at any time prior to the determination by the LPS Authorized Clinician that there is probable cause to believe that the individual is, as a result of mental disorder, a danger to himself/herself, a danger to others, or a gravely disabled adult or minor.

- 4.2.6 For individuals involuntarily detained in a hospital ED, the ED physician or licensed designee has determined that the individual's best interests are served by Telemental Health Services, has adequately documented his or her determination in the individual's medical record, and has remained present during the entire evaluation. There has been no change in the individual's condition during the Telemental Health interview that renders Telemental Health Evaluation inappropriate under the conditions set forth in this policy.

- 4.2.7 Documentation that the evaluation was completed through the use of Telemental Health Services must be entered on the Application for Assessment, Evaluation, and Crisis Intervention or Placement for Evaluation and Treatment in the section that begins with "The above person's condition was called to my attention under the following circumstances:" (Attachment 2)

- 4.2.8 A copy of the 5150/5585 detention form, properly completed and signed, is provided to the remote site and placed in the individual's medical record.

- 4.2.9 The original 5150/5585 detention form is provided to the LPS designated facility to which the individual will be transported.

- 4.2.10 The individual is transported to the LPS designated facility within four hours following placement in 5150/5585 detention.



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4.2.10.1 Staff shall document the reason for a transport of an individual that exceeds four (4) hours.

4.2.11 All other requirements pertaining to 5150/5585 detention are met.

4.3 Documentation/Records

4.3.1 General Documentation: All documentations applicable to in-person evaluations by LPS designated staff must be completed for Telemental Health Evaluations.

4.3.2 LPS designated facility from which the LPS Authorized attending staff member delivers services and the remote site shall agree on the specific components that shall comprise the complete medical record.

4.3.3 Exchange or transmission of documentation between the remote site and the site where the Telemental Health Service provider is based shall be done in a secure manner and in compliance with all State and federal regulations. Electronic transmission of documentation is permissible providing that document quality is adequate to support photocopies of the documentation. Documents shall be exchanged or transmitted as quickly as possible, and in all cases, shall be transmitted within 24 hours after the Telemental Health Evaluation.

4.3.4 Requests for Telemental Health Services must be maintained in a log at the site where the LPS Authorized Clinician is based and made available for inspection by the LAC Patients' Rights Office and/or other designee of the LACDMH Director. The log must include all of the following:

- Date and time of request;
- Referral source (remote site);
- Name of client;
- Time of Telemental Health Service;



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- Completion of a written evaluation of client (including consideration of less restrictive alternatives);
- Services provided and/or referrals made;
- Disposition of client;
- Name of Telemental Health Service staff involved;
- Copy of the 72-hour hold, if initiated;
- Copy of the informed consent; and
- Source of payment.

4.4 Quality Improvement (QI) Activities

- 4.4.1 General QI: All QI activities related to Telemental Health Services by LPS Authorized Clinicians must be conducted in the same manner as for in-person services by LPS Authorized Clinicians.
- 4.4.2 Special QI: Special QI activities, including process and outcome studies, must be conducted specifically to Telemental Health Services by LPS Authorized Clinicians and/or specific Telemental Health situations.
- 4.4.3 Results of QI activities must be used to modify, on an ongoing basis, policies and procedures related to Telemental Health Services by LPS Authorized Clinicians.

AUTHORITY

1. Welfare and Institutions Code Sections 5150 and 5585.55 et seq.
2. [LPS Designation Guidelines and Process for Facilities within Los Angeles County \(Seventh Edition, February 2016\)](#) and any revisions thereto

ATTACHMENT (HYPERLINKED)

1. [LACDMH Consent for Telepsychiatric Services](#)
2. [Application for Assessment, Evaluation and Crisis Intervention or Placement for Evaluation and Treatment](#)



**LAC
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LOS ANGELES COUNTY
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REFERENCE

1. LACDMH Policy No. 308.01, The Use of Telepsychiatry

RESPONSIBLE PARTY

LACDMH Office of the Medical Director